FLORIDA
Consumer Sentinel Complaint Statistics and Trends
January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Florida Consumers = 23,714

Fraud Complaints from Florida Consumers = 12,816

Top Fraud Complaint Categories for Florida Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Internet Auctions	2,704	21%
2	Internet Services and Computer Complaints	1,599	12%
3	Advance-Fee Loans and Credit Protection/Repair	1,298	10%
4	Foreign Money Offers	1,269	10%
5	Business Opps and Work-at-Home Plans	1,004	8%

[1]Percentages are based on the total number of fraud complaints from Florida consumers (12,816).

Amount Paid Reported by Florida Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid[2]
12,816	$39,991,143	10,202	80%	$3,920

[2]Average amount paid is based on the total number of fraud complaints where amount paid was reported by Florida consumers (10,202). Two consumers reported an amount paid in the millions ($25 million and over $1 million, respectively).

Top Florida Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Miami	1,087
Tampa	543
Orlando	539
Jacksonville	490
St. Petersburg	274

Identity Theft Complaints from Florida Victims = 10,898

Identity Theft Types Reported by Florida Victims

Rank	Identity Theft Type	No. of Victims	Percentage[1]
1	Credit Card Fraud	5,188	48%
2	Phone or Utilities Fraud	2,167	20%
3	Bank Fraud	1,854	17%
4	Loan Fraud	768	7%
5	Government Documents or Benefits Fraud	744	7%
6	Employment-Related Fraud	630	6%
	Other	1,650	15%
	Attempted Identity Theft	993	9%

[1]Percentages are based on the 10,898 victims reporting from Florida. Percentages add to more than 100 because approximately 23% of victims from Florida reported experiencing more than one type of identity theft.

Top Florida Identity Theft Victim Locations

Victim City	No. of Victims
Miami	1,836
Orlando	595
Tampa	462
Jacksonville	404
Fort Lauderdale	282